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The Commonwealth of Massachusetts  
Executive Office of Health and Human Services  
Department of Public Health  
Division of Health Care Quality  
10 West Street, Boston, MA 02111  
617-753-8000

**CIRCULAR LETTER: DHCQ 05-11-455**

TO: All Providers

FR: Paul Dreyer, Ph.D.  
Associate Commissioner

RE: Relocation

DT: November 4, 2005

The offices of the Department of Public Health, Division of Health Care Quality, currently located at 10 West Street, Boston, will be relocated effective **November 18, 2005**. Please expect that there will be disruptions to normal daily operations for a few days so plan your contact with us accordingly.

**Our new address:** 99 Chauncy Street, 2<sup>nd</sup> Floor, Boston, MA 02111.

**Phone numbers** will remain the same.

**Phone lines:** Our phone lines will not be available from 5:00 p.m. Wednesday, November 16<sup>th</sup> until Friday, November 18<sup>th</sup>, however voice mail will be available so you will be able to leave a message.

**Incident Reporting Fax System** will function as usual.

**MDS and OASIS** record transmission systems and the CASPER reporting system will be off-line from 5:00 p.m. Monday, November 14<sup>th</sup> until 10:00 a.m. Thursday, November 17<sup>th</sup>. The MDS/OASIS Help Desk (617-753-8188) will not be staffed during this time and may not be available through the end of move week.

**Nurse Aid Registry** automated voice response system will be off-line from 2:00 p.m. Wednesday, November 16<sup>th</sup> until Friday, November 18<sup>th</sup>. We encourage you to conduct your routine checks either before Wednesday afternoon or beginning again on Friday, November 18<sup>th</sup> when our automated system will be functioning.

**Facility Policies and Posters Regarding Reporting to DPH:** We would like to take this opportunity to remind facilities to update policies, procedures, resident and patient handouts, and posters regarding making reports to DPH to reflect our new address. Facilities should update all relevant materials including, but not limited to: EMTALA posters in hospitals, information for consumers on how to file a grievance with DPH, and internal materials regarding reporting serious incidents.

